

## **CITY OF BURBANK**

### **FIELD SERVICE REPRESENTATIVE III**

#### **DEFINITION**

Under direction, to do field and office work in connecting and disconnecting water and electric meters and the collection of delinquent utility accounts; to investigate abnormal utility meter readings and unauthorized use of utility services; to act as a cashier; to do related work as required.

#### **ESSENTIAL FUNCTIONS**

Determines best route consistent with consumer satisfaction; connects and disconnects water and electric meters; reads meters for final bills; cleans meter glasses and covers; answers routine trouble calls; investigates and discusses abnormal utility meter readings with consumers and takes necessary action; operates an automobile in the performance of duties; receives assignments of delinquent utility accounts; reviews records and collects information regarding such accounts; telephones or visits delinquent consumers and makes arrangements to receive amounts due; makes appropriate payment extensions or disconnects the service as the facts warrant; serves legal papers on delinquent consumers; balances cash and receipts; responds to complaints or questions; promotes City programs and services; performs the duties of Field Service Representative II and Customer Service Representative I.

#### **MINIMUM QUALIFICATIONS**

##### **Employment Standards**

- Knowledge of - elementary mechanics of light and water meters and electrical theory; principles of credit and collection work; methods of receiving and accounting for payments; municipal bookkeeping procedures; office methods, procedures and equipment; accuracy and integrity in handling cash.
- Skill in - mechanical aptitude.
- Ability to - read water and electric meters and record figures accurately; make calculations rapidly and accurately; deal effectively with the public; use maps of City streets; maintain physical fitness; interest in outside work; establish and maintain effective working relationships with supervisors, fellow employees and the public.

**Education/Training:** High school graduation or equivalent; two years of recent utility experience in meter reading, field work, cashing, credit or collection work. Type accurately from clear copy at a speed of 25 net words per minute

**License & Certificates:** A valid California Class "C" driver's license or equivalent at time of appointment.

#### **SUPPLEMENTAL INFORMATION**

None.